



**THE COMMONWEALTH OF MASSACHUSETTS
DEPARTMENT OF INDUSTRIAL ACCIDENTS**

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Lieutenant Governor

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Director, Workforce Development

Angelo R. Buonopane
Commissioner

ADVISORY MEMORANDUM

TO: ALL MASSACHUSETTS APPROVED UTILIZATION REVIEW AGENTS

FROM: SANDRA BROWN RN, BSN UTILIZATION REVIEW COORDINATOR

THRU: CATHERINE FARNAM, DIRECTOR, OFFICE OF HEALTH POLICY

DATE: DECEMBER 3, 2002

RE: AUDIT REVIEW PROCEDURES

The Office of Health Policy is conducting a system wide audit of all our UR Agents to assess their compliance with 452 CMR 6.00 et seq. As a result of this Audit, serious regulatory compliance issues have come to the attention of this department. The Office of Health Policy remains available as a resource to Agents to assist them in interpreting and clarify the Department's regulation. We can provide further assistance by offering simple suggestion suggestions on how to improve an Audit application. Be aware, however, we cannot and will not provide extensive consultation to Agents in writing the Audit application.

Please be advised the Department will not continue to maintain Approval status for Agents who are unwilling and/or unable to move toward compliance with 452 CMR 6.00 et seq., within a reasonable period of time. The following Audit review procedure has been developed in response to the concerns of this Department.

1. The UR Agent will be notified by this Department of an Audit review. The Agent will be given 30 business days to forward three copies of their audit application. The Audit Application will be reviewed by the Department and approved within sixty days of receipt or if not approved, notified of such with comments and suggestions for revision. The Department must be in receipt of two copies of the revised audit application by the designated due date (30 business days).
2. The second submission of the Audit Application will be reviewed by the Department and approved within sixty days of receipt, or if not approved, notified of such with comments and suggestions for revision along with a request to meet with the Department to review the problems relating to the Application in detail. The Department must be in

receipt of two copies of the next (third) audit revision by the designated due date (30 business days).

3. The third submission of the Audit Application will be reviewed by the Department and approved within sixty days of receipt or if not approved, and the needed revisions are minor, the applicant will be notified of such with comments and suggestions for revision and a request to contact the Department to discuss the Audit Application. The Department must be in receipt of two copies of the next (fourth) audit revision by the designated due date (30 business days).
4. The fourth and final submission of the Audit application will be will be reviewed by the Department and approved within sixty days of receipt or if not approved the Department will suspend the Agent's Approval status, until such time as the Agent is able to meet the standards of the Department.

cc: UR Agent Correspondence File

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